



Time Zone - GMT (UTC +00)

19 January, 2025

[14:26:56] **John Pate** : Hey I'm confused about my hosting packages. I need to speak to an agent

[14:27:05] [Manoj S. joined the chat]

[14:27:11] **John Pate** : I'm logged in. Electrolips

[14:27:14] **Manoj S.** : Hello, you've contacted Live Support! How may I help you today?

[14:27:15] **John Pate** : Hi

[14:28:12] **John Pate** : My websites were 3 and 5 dollars when I purchased them. Why are they now 25 dollars each to renew?

[14:28:35] **Manoj S.** : Please provide me with the domain name in question so I can check the details.

[14:28:41] **John Pate** : Electrolips.online and electrolips.foundation

[14:29:16] **Manoj S.** : Let me check with that. Please allow me a moment.

[14:29:34] **John Pate** : And cisternkings.com and cisternking.com are both up to 15 dollars. That's very high

[14:30:10] **Manoj S.** : Sure, let me check with this two also.

[14:31:22] **John Pate** : Is the hosting fee for making the domain name live, , ? or is it for holding my domain on your server? I'm confused at the price.

[14:32:15] **John Pate** : Because one of them is inflated by over 1000 percent since I purchased it for under 3 dollars.

[14:32:35] **John Pate** : That's serious price gouging

[14:32:59] **Manoj S.** : Let me explain, the hosting renewal fee is a separate one.

Domain and hosting are two essential components of having a website. A domain is an address people type into their browser to access your website while hosting is the space on a server where you store all of your website's files.

Domain renewal fee is a different one and the hosting renewal fee is a different one.

[14:33:28] **John Pate** : Ohhhh

[14:33:41] **John Pate** : I feel better already.

[14:34:22] **John Pate** : So when do my websites need renewing for the domain to remain mine?

[14:35:43] **Manoj S.** : As per my understanding, you want to know the renewal dates for your 4 domains right?

[14:36:14] **John Pate** : When is electrolips.com , electrolips.online, electrolips.foundation, cisternking.com,cisternkings.com, and liquid circuitry.com due dates for renewing the domains?

[14:36:35] **Manoj S.** : Let me check with that. Kindly allow me some time

[14:36:54] **John Pate** : I have 6 domains

[14:37:17] **Manoj S.** : Sure, let me check for all of them.

[14:37:32] **John Pate** : Thank you

[14:41:57] **Manoj S.** : These are the renewal dates

electrolips.com-11/15/2025
electrolips.online-1/4/2025
cisternking.com-12/27/2024
cisternkings.com-12/27/2024
liquidcircuitry.com-4/16/2025
electrolips.foundation-1/4/2025

[14:43:19] **John Pate** : And that's domain renewal ?

[14:43:50] **John Pate** : And how much is it per domain to renew ?

[14:44:41] **Manoj S.** : Yes, these are the domain renewal dates. Let me check with that. Please allow me some time.

[14:44:58] **John Pate** : Thank you

[14:49:36] **Manoj S.** : Sorry for the delay. Just a moment.

[14:50:17] **Manoj S.** : This case falls into the area of responsibility of the domains department. Please let me transfer this chat to the representative who will assist you better with your particular request.

[14:50:31] [Mykyta B. joined the chat]

[14:50:31] [Manoj S. left the chat]

[14:50:35] **Mykyta B.** : Hello,
I will assist you further. Please allow me a few minutes in order to look through your details.

[14:50:48] **John Pate** : Ok great. And how long do I have to pay the past due sites. 4 are late